

**STATE OF CONNECTICUT
DEPARTMENT OF PUBLIC SAFETY**

**ENHANCED 911 COMMISSION MEETING
April 13, 2007**

Commission Members

John Elsesser
Ernest Herrick
Paul Jakubson
Roy Piper
Gordon Shand
Michael Stemmler
Jeff Vannais
Lee Vincent

Representing

Council of Small Towns (COST)
Volunteer Fire Service
Connecticut Police Chiefs Association
Department of Emergency Management & Homeland Security
Department of Public Health – OEMS
Connecticut State Police
Public Safety Answering Point Representative
Connecticut Conference of Municipalities

Office of Statewide Emergency Telecommunications (OSET) Staff

George Pohorilak
Mike Guerrero
Jerry Zarwanski
Dan Czaja
John Masciadrelli
Bryan Pavlik
Carey Thompson

Others in Attendance

Jim Blesso
Bonnie Becker
Joseph DelBuono
Denise Frasca
Leonard Guercia
Joshua D. Hughes, Esq.
Chief Louis A. Lavecchia
Yvonne Lewis
Tyler Milix
Deb Montanaro
Jeff Otto
Ed Pass
Steve Savage
Gary Wiemokly

Office of Education and Data Management (OEDM)
Newtown ECC
AT&T
Department of Public Health
Hughes and Cronin Public Affairs Strategies
Milford Fire Department
CFPC
Tolland County Mutual Aid
Cox Communications
Quinebaug Valley ECC
AT&T
Northwest CT Public Safety Communications Center
Department of Public Health

Commissioner Herrick called the meeting to order at

Public Comment:

Chief Louis LaVecchia from Milford discussed a letter received from OSET. "We received a letter from the Department regarding our funds for the 9-1-1 center being reduced due to the fact that we transfer police calls to the police department. I find this policy very restrictive as far as the funding and what we are going to receive. It was my opinion that this was introduced to help small PSAP centers fund EMD, particularly the cost of adding dispatchers to support EMD. It seems the fund is being used for the opposite; I would like to know how we can get the funds restored and keep our system intact".

Jeff Vannais clarified the issue of primary and secondary PSAPs, "the situation involving primary and secondary PSAPs goes back to the implementation of the system in Connecticut this is the situation that you are in, it really isn't related to EMD... The issue is that the State will not fund secondary PSAPs, this has been consistently written into regulations and new funding initiatives to try and encourage each town to consolidate dispatch functions. Many towns chose not to and are not able to take advantage of the additional funding that may have been available to them".

George Pohorilak explained the letters that were sent to Milford advising them of their funding changes. Two letters were sent explaining that the second year of funding Milford inadvertently received full funding despite operating a secondary PSAP. The correction was made for the upcoming fiscal year. The funding is reduced by 25% for four years and then stabilizes at a lower level. The cities of Waterbury and New Haven have both consolidated and Danbury and Bridgeport are in the planning stages of consolidation. This regulation has had a positive impact on causing change in 9-1-1 centers. If Milford consolidates they will receive full funding.

John Elsesser stated "In Coventry we have a similar problem. We don't have a secondary PSAP for police and our county dispatch is not willing to dispatch our police. I ask that the commission look into this issue. Our regional dispatch centers will not dispatch police because they feel that they're not legislatively authorized to have the COLLECT systems, they are unwilling to do it so they transfer the call to our police department and we are unable to get the equipment through the State for secondary dispatch. This system discourages regionalization".

There was much discussion regarding the operation of a secondary and the definition of a secondary as well as the intent of the regulation.

A request was made to establish a committee to look into the issue of secondary operations and agreed upon by the Commission.

process. A couple of amendments have come forward. Ernie Herrick and George Pohorilak testified at the Public Safety Committee Hearing on the bill and our testimony was well received by the Public Safety Committee. A new version of it incorporates the Tennessee model for funding into the legislation. Steve Spellman and George Pohorilak will be meeting with legislative people and lobbyists next week to discuss this modification. The Tennessee model bases the surcharge on the total revenue for the month and divides it by a base of 50 then multiply that number times the surcharge. The assumption is that the average monthly prepaid wireless bill is \$50.00 per month. If the monthly bill average is much less we lose some money if higher we gain some. The Tennessee model has been adopted in many states. We believe the bill will pass. If it does it will be a significant victory for us and will provide about \$1 million a year in additional funding. We will also be trying to forward the PBX bill again this year.

Carey Thompson reported on public education. The coloring books have arrived and are available. They were handed out along with bags and crayons at the Telecommunicator conference and were well received – people are happy with the customization of the information to Connecticut. We also have on order 600 “Ollie the Octopus” our mascot; each attendee at the conference will receive one. We are looking into a Spanish translation of the coloring book and the possibility to having it done by a local school to gain some publicity. We will distribute to PSAPs and organizations may request them as well. OSET will also be running the public service announcements again; we will be re-filming them at the request of the Governor but using the same scripts.

George Pohorilak: Also the Accessibility committee will be brought together to work with Homeland Security on the issue to refining a list of disabled people in terms of outreach in the case of a major event. We currently have the 9-1-1 Special Needs form but only a small percentage have used this. We will be working with DEMHS and other agencies on this issue.

Carey Thompson added that OSET has contracted with the Commission on the Deaf and Hearing Impaired to test the PSAPs on TTY/TDD.

George Pohorilak reported on the RFP for the software. The committee has finished putting the technical section of the RFP together. We will be modifying boilerplate material from DOIT and attach it to the RFP. We hope to have the RFP out on the street in a month or two.

Dan Czaja reported on the mapping. We will be getting the latest update of the mapping data to the PSAPs soon and are gearing up for quarterly updates instead of every six months. The survey that we sent out is done. We had an 80% response rate; we appreciate the responses, which were generally positive. A full analysis will be available soon. We have 2006 maps please let me know if you need more or if you would like a large-scale map of the PSAPs.

Gordon Shand asked, when a person dials 911 from the wireless device and it goes to a PSAP, is the PSAP looking at that on a map or will they actually see a graphical display of the map with some kind of an icon showing where the person is calling?

George Pohorilak responded: yes, it is not an exact science. None of the carriers have achieved the accuracy standard set by the FCC. We will be conducting another accuracy test and the FCC is also looking at the issue because the cellular industry is claiming that the original criteria for accuracy was set when nobody knew what the technology was going to be and the accuracy criteria that's been established is not valid so they're re-examining the issue of accuracy testing. Only Nextel passed half of the Federal requirement for accuracy testing.

George Pohorilak reported on the issue of oblique photography. DEP contracted with Pictometry to get approximately one third of the state. The files are too large and we don't currently have the capacity on our hard drives at 9-1-1 centers to accommodate these files. The file can be broken up into pieces you would need to contact Mike Varney at DOIT if you wanted the oblique photography.

Regarding the issue of orthophotos and the flyover there hasn't been any commitment to redo this. The original flyover in 2004 OSET paid \$600,000 of \$1.9 million needed to complete the \$2.7 million DEP flyover. We don't think we should pay this amount again since so many agencies are using the photos.

Mike Guerrero reported on the call counts for fourth quarter '06 reporting is still low, reminders were sent, still only 94 PSAPs responded, 13 did not. We are also reviewing how quickly calls are answered. Many PSAPs have not met the standard of answering 90% of calls within 10 seconds. For '07 I have received 49 reports for total call counts approximately 46% have responded for the first quarter of this year.

George Pohorilak that a discussion regarding continuity of operations planning will take place with all wireless carriers in addition to AT&T.

Mike Guerrero reported on Manual Queries. December through February of 366 queries 207 of them were unreported, that's 56.56%, of that 94 were done at AT&T training that still leaves 31% unreported.

George Pohorilak added that OSET periodically sends out aggressive letters to ensure compliance and the reporting improves temporarily but generally reverts back. OSET will make sure that we get compliance and remind chiefs of this.

Carey Thompson reported that compliance forms are being produced and she continues to work on visiting all PSAPs. George Pohorilak added that the Commission had directed OSET to be more aggressive in terms of PSAP compliance.

Jerry Zarwanski reported on the power study. Our office held a pre-bid conference and invited electrical and cabling companies that have contracts with DOIT to attend. Two

vendors showed up. We also met with them at Middletown PSAP to show them the exact process. We have received two bids. Mercury Group was selected. They will be evaluating power at every PSAP; they should be completed by the end of May, PSAPs will get a copy of their report.

Mike Guerrero reported on AT&T performance. A drastic reduction in trouble reports in February is attributed to having AT&T technicians doing proactive and routine visits to PSAPs. There were 20 reroutes. Most of the maintenance calls are related to the Vision Phone.

Mike Guerrero also reported on 9-1-1 call counts. George Pohorilak added that the call count report is included into the Annual Report to the General Assembly.

Mike reported on CLECs. The biggest issues are that not all are reporting. For the companies that do submit reports they are all doing well regarding database updates. Level 3 takes over five days to perform updates; Comcast takes four days, as does Cablevision Lightpath. Much of this is due to records being blocked by the carriers. Regarding grade of service, most carriers have adequate facilities in place no calls are being blocked.

George Pohorilak discussed the issue of a MOU with Vonage for paying into the 9-1-1 fund. The first check was received in February. A year ago they had 20,000 customers and now they are up to 82,000 in Connecticut. We are pleased that they will be contributing to the fund.

George Pohorilak reported on the Data Network Study that was done last year and went to DOIT for review. Gardner Group, a major nationwide consulting firm for telecom issues reviewed the report and has indicated that the conclusions of the study are valid and we should move forward. Initially this would only be for 9-1-1 centers. We will hold a special commission meeting to discuss this issue. This will be an IP based fiber optic next generation network that would provide data connectivity for all PSAPs. The next phases will require significant policy issues and funding that will need to be resolved before we can move forward. This will be a public meeting to discuss these issues.

Gary Wiemokly from the Dept. of Public Health, Office of Emergency Medical Services reported on the status of the patient care reporting system. DPH is waiting in DOIT and Digital Innovations, the vendor so that DPH can begin receiving electronically the reports from the field. We are going to request that the 21 services that are using computers in the field download the data to a disc and submit them so that we can see how it's working.

The next phase of the computers will be to distribute 100 of them to smaller ambulance services.

George Pohorilak reported on Homeland Security Issues. Representatives including George, Keith Victor and George Carbonell from DOT, went to L.A. for a National

Governor's Assoc. Conference regarding the distribution of \$1 billion grant money for interoperability. A report was given to Commissioners Danaher, Thomas and Wallace about what Connecticut needs to do to get this grant money. The grant money must be used for interoperability purposes and 700 MHz. We hope for \$15-\$20 million. We will have to spend some money upfront and put something together before midsummer, Homeland Security will be fronting the money to put the plan together. There is a 20% required match.

We are still waiting on the Attorney General's decision regarding the use of the 9-1-1 database for an emergency notification system.

George Pohorilak reported on Continuity of Operations Planning: We have met with wireless carriers and looked at the issue of backup PSAPs as part of a statewide initiative to prepare for a pandemic. We have Telephone Service Priority (TSP) on order as well as GETS (Government Emergency Telecommunications Service) cards on order, if a PSAP already has a card OSET may or may not give them another card. We are working on the process of how they will be distributed. We are still working on Wireless Priority Service (WPS) and bill payment for these.

George Pohorilak discussed the celebration of the 20th anniversary of E9-1-1 in Connecticut, which took place in Madison on Oct. 27, 1987. We plan to recognize this event at the APCO Atlantic Conference in Mystic Oct. 29-31. We are looking for ideas on how to recognize this with other events throughout the year. We plan to acknowledge key personnel. We anticipate the Governor attending and hope for legislators and retired 9-1-1 commission members.

George Pohorilak referred to a New York Times article commending Connecticut on its 9-1-1 system in particular how New York, New Jersey and Connecticut are at the forefront for 9-1-1 technology.

Public Comment: Jeff Otto recommended adding language to the prepaid wireless Bill – that would require periodic reviews of the revenues since market conditions will change.

Ed Pass, AT&T, introduced Denise Fascona who will be working with Ed on E9-1-1.

Elsesser moved to adjourn.

Vannais seconded the motion


Ernest Herrick, Chairman

07/13/07
Date